

# Enterprise Incident Report April 2011

As of 5/2/2011

**Governor's Office**

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Governor's Office	13	13
	7	7
Customer Company Total	13	13
	7	7

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Initial Response**

Customer Company	Low	MIR Total
Governor's Office	13 1	13 1
<b>Customer Company Total</b>	13 1	13 1

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**  
**Bottom Number -Average time in hours**

Customer Company	Low	ATTIR Total
Governor's Office	13 0.11	13 0.11
Customer Company Total	13 0.11	13 0.11

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Resolution	
	Low	MR Total
Governor's Office	13 0	13 0
Customer Company Total	13 0	13 0

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Governor's Office	13 0.26	13 0.26
Customer Company Total	13 0.26	13 0.26

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## Governor's Office

### Detail

<b>INC000000290096</b>	Spencer Hadley Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000290155</b>	Jackie Jameson Voice Operations	Telecom Lois Schow	Call Management Governor's Office	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.72
<b>INC000000292133</b>	Joanne Slotnik Capitol Desktop Support	PC/Laptop Chad Poll	Hardware Governor's Office	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000292135</b>	Richard Ziebarth Capitol Desktop Support	PC/Laptop Chad Poll	Performance Governor's Office	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000292137</b>	Clifford Strachan Capitol Desktop Support	Application Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000297746</b>	Connie Wettlaufer Capitol Desktop Support	Print/Copy/Scan/Fax Chad Poll	Incident Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.24
<b>INC000000297812</b>	Joanne Slotnik Help Desk	Application Brenda Treadway	Password Governor's Office	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.10
<b>INC000000299709</b>	Joanne Slotnik Metro D Help Desk	None Doug Brown	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000299990</b>	Mike Squires Capitol Desktop Support	PC/Laptop Chad Poll	Performance Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000299993</b>	Connie Wettlaufer Capitol Desktop Support	PC/Laptop Chad Poll	Hardware Governor's Office	Systm Microsoft Windows XP P Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000299995</b>	Connie Wettlaufer Capitol Desktop Support	PC/Laptop Chad Poll	Hardware Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000299999</b>	Connie Wettlaufer Capitol Desktop Support	PC/Laptop Chad Poll	Error Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000300023</b>	Joanne Slotnik Application Services	Mobile Devices Dustin Crump	None Governor's Office	iPhone Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 2.03